

***Youth Services Survey for Families
(YSS-Families) Results***

***Bay Area Region Summary Report
for the
May 2005 Data Collection Period***

CHILDREN & YOUTH PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

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Purpose of this report

The purpose of this report is to provide data on consumer perception of mental health services as measured by the items from the 21-item Youth Services Survey for Families (YSS-Families). This report is a REGIONAL summary of the YSS-Families (see Attachment A) data that were collected by the California State Department of Mental Health during the May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items

Summary Report

The following tables reflect aggregated REGIONAL data and highlight demographic items that were collected on the YSS-Families, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005, survey period. Results of YSS-Families consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for all 21 items on the YSS-Families portion of the survey. **Out of 3,045 Bay Area Region YSS-Families Surveys, a total of 2,188 were considered "complete," as they had at least one response to the YSS-Families section.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 3,045 YSS-Families Surveys were submitted for the Bay Area Region.

Region

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Bay Area Region	3045	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – "What is your child's gender?" – 38.1% identified their child as being Female, 61.8% identified their child as being Male and 0.1% as Other. Additionally, 5.6% of the consumers did not respond to this item.

What is your child's gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	787	36.0	38.1	38.1
Male	1277	58.4	61.8	99.9
Other	2	.1	.1	100.0
Total	2066	94.4	100.0	
No Response	122	5.6		
Total	2188	100.0		

AGE CATEGORY*

For the consumers who responded to the question – “What is your child’s date of birth?” – 4.6% were under age 5, 19.8% were aged 5-8, 30.2% were aged 9-12, 16.3% were aged 13-14, 24.5% were aged 15-17, 3.6% were aged 18-21 and 1.1% were over age 22. Additionally, 15.6% of the consumers did not respond to this item.

Age Category		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 5	85	3.9	4.6	4.6
	5-8	365	16.7	19.8	24.4
	9-12	557	25.5	30.2	54.6
	13-14	300	13.7	16.3	70.8
	15-17	453	20.7	24.5	95.3
	18-21	66	3.0	3.6	98.9
	22+	20	.9	1.1	100.0
	Total	1846	84.4	100.0	
No Response		342	15.6		
Total		2188	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long has your child received services here?” – 3.0% reported that it was their first visit; 5.5% reported that they had had more than one visit, but that they had received services for less than one month; 11.7% reported having received services for 1-2 months; 16.3% reported having received services for 3-5 months; 24.0% reported receiving services for 6 months to 1 year and 39.4% reported receiving services for more than one year. Additionally, 33.4% of the consumers did not respond to this item.

How long has your child received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	44	2.0	3.0	3.0
	> 1 visit, but < one month	80	3.7	5.5	8.5
	1 to 2 months	171	7.8	11.7	20.2
	3 to 5 months	238	10.9	16.3	36.6
	6 months to 1 year	350	16.0	24.0	60.6
	More than 1 year	574	26.2	39.4	100.0
	Total	1457	66.6	100.0	
No Response		731	33.4		
Total		2188	100.0		

* Although the Family Survey is completed by parents and caregivers of youth and transition-age youth up to 21 years of age, this table reflects that DMH received “family” surveys from caregivers of youth older than age 21. Consumers may have, inadvertently, been given the wrong survey from to complete, or may have unintentionally filled out the item with an invalid date of birth. There were also a number of surveys for which there was no response for the “date of birth” item.

MEXICAN / HISPANIC / LATINO ORIGIN

On the YSS-Families Survey, 38.0% of the consumers identified their child as being “of Mexican / Hispanic / Latino Origin.”

Are either of the child's parents of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1092	49.9	49.9	49.9
	Yes	831	38.0	38.0	87.9
	Unknown	265	12.1	12.1	100.0
	Total	2188	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble.

On the YSS-Families Survey, 40.3% of the consumers identified their child as being “White / Caucasian.”

Is your child's race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1306	59.7	59.7	59.7
	Yes	882	40.3	40.3	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 21.1% of the consumers identified their child as being “Black / African American.”

Is your child's race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1727	78.9	78.9	78.9
	Yes	461	21.1	21.1	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 7.5% of the consumers identified their child as being “Asian.”

Is your child's race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2023	92.5	92.5	92.5
	Yes	165	7.5	7.5	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 5.4% of the consumers identified their child as being “American Indian / Alaskan Native.”

Is your child's race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2070	94.6	94.6	94.6
	Yes	118	5.4	5.4	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 1.4% of the consumers identified their child as being “Hawaiian / Other Pacific Islander.”

Is your child's race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2157	98.6	98.6	98.6
	Yes	31	1.4	1.4	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 18.2% of the consumers identified their child as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1789	81.8	81.8	81.8
	Yes	399	18.2	18.2	100.0
	Total	2188	100.0	100.0	

On the YSS-Families Survey, 1.5% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2156	98.5	98.5	98.5
	Yes	32	1.5	1.5	100.0
	Total	2188	100.0	100.0	

LANGUAGE OF SURVEY

On the YSS-Families Survey, 2.6% of the consumers responded using the Chinese version of the YSS-Families Survey; 82.5% used the English version; 0.0% used the Korean version; 14.8% used the Spanish version and 0.1% of the consumers used the Tagalog version of the YSS-Families Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	56	2.6	2.6	2.6
	English	1806	82.5	82.5	85.1
	Korean	1	.0	.0	85.1
	Spanish	323	14.8	14.8	99.9
	Tagalog	2	.1	.1	100.0
Total		2188	100.0	100.0	

PREFERRED LANGUAGE

On the YSS-Families Survey, 98.5% of the consumers responded that the services their child received were provided in his/her preferred language and 96.3% responded that written information was available in his/her preferred language. Additionally, 6.9% and 8.1% of the consumers did not respond to these items, respectively.

Were the services your child received provided in the language he / she preferred?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	30	1.4	1.5	1.5
	Yes	2008	91.8	98.5	100.0
	Total	2038	93.1	100.0	
No Response		150	6.9		
Total		2188	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	74	3.4	3.7	3.7
	Yes	1937	88.5	96.3	100.0
	Total	2011	91.9	100.0	
No Response		177	8.1		
Total		2188	100.0		

JUVENILE JUSTICE SYSTEM INVOLVEMENT

For the May 2005 survey period, 96.8% of the consumers reported that their child had NOT been arrested for any crimes in the month prior to completing the YSS-Families Survey. Additionally, 7.6% of the consumers did not respond to this item.

In the past MONTH, how many times was your child arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	1957	89.4	96.8	96.8
	1 arrest	46	2.1	2.3	99.1
	2 arrests	9	.4	.4	99.6
	3 arrests	1	.0	.0	99.6
	4 or more arrests	8	.4	.4	100.0
	Total	2021	92.4	100.0	
	No Response	167	7.6		
Total		2188	100.0		

SCHOOL ATTENDANCE

For the consumers who responded to the question – “How often was your child absent from school during the past month?” – 51.1% indicated 1 day or less, 11.9% indicated 2 days, 13.3% indicated 3-5 days, 4.6% indicated 6-10 days, 4.6% indicated more than 10 days, 5.1% did not remember and 9.4% indicated that the question did not apply to their child or that their child was not in school. Additionally, 8.2% of the consumers did not respond to this item.

How often was your child absent from school during the past MONTH?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day or less	1026	46.9	51.1	51.1
	2 days	239	10.9	11.9	63.0
	3-5 days	268	12.2	13.3	76.3
	6-10 days	93	4.3	4.6	80.9
	More than 10 days	92	4.2	4.6	85.5
	Do not remember	102	4.7	5.1	90.6
	Not Applicable / Not In School	189	8.6	9.4	100.0
	Total	2009	91.8	100.0	
	No Response	179	8.2		
Total		2188	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the YSS-Families Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the YSS-Families Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 81.4% of the consumers responded that they did not need any help in completing the YSS-Families Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	406	18.6	18.6	18.6
	Yes	1782	81.4	81.4	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 1.7% of the consumers responded that a mental health advocate / volunteer helped them complete the YSS-Families Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2150	98.3	98.3	98.3
	Yes	38	1.7	1.7	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 0.5% of the consumers responded that another mental health consumer helped them complete the YSS-Families Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2177	99.5	99.5	99.5
	Yes	11	.5	.5	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 2.9% of the consumers responded that a member of their family helped them complete the YSS-Families Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2124	97.1	97.1	97.1
	Yes	64	2.9	2.9	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 1.1% of the consumers responded that a professional interviewer helped them complete the YSS-Families Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2163	98.9	98.9	98.9
	Yes	25	1.1	1.1	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 4.5% of the consumers responded that a clinician / case manager helped them complete the YSS-Families Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2090	95.5	95.5	95.5
	Yes	98	4.5	4.5	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 2.1% of the consumers responded that a staff member other than their clinician or case manager helped them complete the YSS-Families Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2142	97.9	97.9	97.9
	Yes	46	2.1	2.1	100.0
	Total	2188	100.0	100.0	

For the May 2005 survey period, 1.7% of the consumers responded that someone else helped them complete the YSS-Families Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2151	98.3	98.3	98.3
	Yes	37	1.7	1.7	100.0
	Total	2188	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (*if applicable*)

Out of 3,045 surveys received, 857 (28.1%) were not completed by the consumers. County staff were expected to complete a "Reason" item if a consumer who met the criteria for the target population did not complete a YSS-Families Survey. Of those consumers who were expected to complete a YSS-Families Survey, but did not, 6.6% of the consumers were reported to have Refused the survey, 1.5% were reported to have had an Impairment, 10.5% did not have a survey available in their Language and 81.4% were marked as having an "Other" reason for non-completion. Additionally, 9.6% of the YSS-Families Surveys that were not completed did not have a "Reason" response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	51	6.0	6.6	6.6
	Impairment	12	1.4	1.5	8.1
	Language	81	9.5	10.5	18.6
	Other	631	73.6	81.4	100.0
	Total	775	90.4	100.0	
No Response		82	9.6		
Total		857	100.0		

Youth Services Survey for Families (YSS-F)

Summary Report

About the Youth Services Survey for Families (YSS-Families)

The YSS-Families is a 21-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) cultural sensitivity, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The YSS-Families survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers, their families, and mental health advocates. The YSS-Families is currently used in most states across the United States.

It is important to remember that the ratings on the YSS-Families survey represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the YSS-Families provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the YSS-Families portion of the May 2005 YSS-Families Survey. The YSS-Families items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the YSS-Families subscales (i.e., access to services, cultural sensitivity, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of YSS-Families survey averages and YSS-Families subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. Averages were only calculated for those YSS-Families Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have no response). The results are shaded.

The average scores for each of the YSS-Families subscales are reported below.

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 38.3% reported that they were Very Satisfied, 46.6% reported they were Satisfied, 10.8% were Neutral, 3.0% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, for 4.9% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	27	1.2	1.3	1.3
	Somewhat Dissatisfied	63	2.9	3.0	4.3
	Neutral	224	10.2	10.8	15.1
	Satisfied	970	44.3	46.6	61.7
	Very Satisfied	797	36.4	38.3	100.0
	Total	2081	95.1	100.0	
No Response		107	4.9		
Total		2188	100.0		

PERCEPTION OF CULTURAL SENSITIVITY

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Cultural Sensitivity” subscale, 54.4% reported that they were Very Satisfied, 41.2% reported they were Satisfied, 2.9% were Neutral, 0.5% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 12.8% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Cultural Sensitivity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	19	.9	1.0	1.0
	Somewhat Dissatisfied	9	.4	.5	1.5
	Neutral	56	2.6	2.9	4.4
	Satisfied	786	35.9	41.2	45.6
	Very Satisfied	1039	47.5	54.4	100.0
	Total	1909	87.2	100.0	
No Response		279	12.8		
Total		2188	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Treatment Planning” subscale, 36.8% reported that they were Very Satisfied, 50.9% reported they were Satisfied, 8.8% were Neutral, 2.5% were Somewhat Dissatisfied and 1.1% were Dissatisfied. Additionally, for 5.5% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	22	1.0	1.1	1.1
	Somewhat Dissatisfied	52	2.4	2.5	3.6
	Neutral	182	8.3	8.8	12.4
	Satisfied	1052	48.1	50.9	63.2
	Very Satisfied	760	34.7	36.8	100.0
	Total	2068	94.5	100.0	
No Response		120	5.5		
Total		2188	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 22.5% reported that they were Very Satisfied, 46.1% reported they were Satisfied, 24.3% were Neutral, 6.1% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 6.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	21	1.0	1.0	1.0
	Somewhat Dissatisfied	125	5.7	6.1	7.1
	Neutral	499	22.8	24.3	31.4
	Satisfied	945	43.2	46.1	77.5
	Very Satisfied	461	21.1	22.5	100.0
	Total	2051	93.7	100.0	
No Response		137	6.3		
Total		2188	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 40.4% reported that they were Very Satisfied, 47.5% reported they were Satisfied, 9.5% were Neutral, 1.8% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 3.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	17	.8	.8	.8
	Somewhat Dissatisfied	38	1.7	1.8	2.6
	Neutral	201	9.2	9.5	12.1
	Satisfied	1005	45.9	47.5	59.6
	Very Satisfied	854	39.0	40.4	100.0
	Total	2115	96.7	100.0	
No Response		73	3.3		
Total		2188	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with family’s Access to Services (indicated by a subscale score of 4.28; 2,081 responses), the Cultural Sensitivity of their child’s treatment (indicated by a subscale score of 4.50; 1,909 responses), family’s Participation in Treatment Planning (indicated by a subscale score of 4.21; 2,068 responses), child’s Outcomes (indicated by a subscale score of 3.87; 2,051 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.28; 2,115 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	2081	1.00	5.00	4.28	.78
Average: Perception of Cultural Sensitivity	1909	1.00	5.00	4.50	.63
Average: Perception of Participation in Treatment Planning	2068	1.00	5.00	4.21	.74
Average: Outcomes	2051	1.00	5.00	3.87	.82
Average: General Satisfaction	2115	1.00	5.00	4.28	.70
Valid N (listwise)	1717				